

### Remarks

In response to the Office Action dated October 31, 2007, Applicants respectfully requests reconsideration based on the above claim amendment and the following remarks. Applicants respectfully submit that the claims as presented are in condition for allowance. Claims 2, 4, 5, 7, 10, 11, and 19-24 are currently pending and stand rejected. Claims 20 and 23 have been amended.

### Interview Summary

A brief telephone interview was conducted between the undersigned and Examiner Weisberger on November 6. During the interview, agreement was reached that would cure the §112 rejections and place the application in condition for allowance.

### 112 Rejections

Claims 2, 4, 5, 7, 10, 11 and 19-24 stand rejected under 35 USC §112, first paragraph as failing to comply with the written description requirement in that the claims contain subject matter which is not described in the specification in such a way as to reasonably convey to one skilled in the relevant art that the inventors, at the time the application was filed, had possession of the claimed invention. Specifically, the Office Action asserts that the “specification does not enable **non-network** requests such as insurance inspections and the like” and it does not enable receiving reports of malfunctions without receiving a notification from a customer. Applicants respectfully traverse the rejections.

Independent claims 20 and 23 have been amended by agreement to recite, in pertinent part:

“[a] method of processing reports of malfunctions received by a network service company having a dispatch division and a billing division, the method comprising:

receiving reports from a customer of malfunctions and a request for a network evaluation...”

Because independent claims 20 and 23 now recite that the reports are being received from a customer and that a request for a network evaluation is being received from a customer the §112 rejections may be withdrawn.

Conclusion

Applicants assert that the application including claims 2, 4, 5, 7, 10, 11, and 19-24 is in condition for allowance. Applicants request reconsideration in view of the remarks above and further request that a Notice of Allowability be provided. Should the Examiner have any questions, please contact the undersigned.

No fees are believed due. However, please charge any additional fees or credit any overpayment to Deposit Account No. 50-3025.

Respectfully submitted,

Date: December 19, 2007

/Arno T. Naeckel/  
Arno T. Naeckel  
Reg. No. 56,114

Withers & Keys, LLC  
P.O. Box 71355  
Marietta, Ga 30007-1355  
(770) 565-4748